

供暖管理服務部

2020-2021 供暖季節



NEW YORK CITY
**HOUSING
AUTHORITY**

議題

1. 供暖管理服務部概況 (HMSD)
2. 供暖季節
3. 居民溝通/住宅區行動計劃
4. 年度維護和營運投資
5. 樓宇管理系統 (BMS)

供暖管理服務部概況 - 我們的使命

“向NYCHA全體居民提供充足的穩定的暖氣和熱水供應服務。”

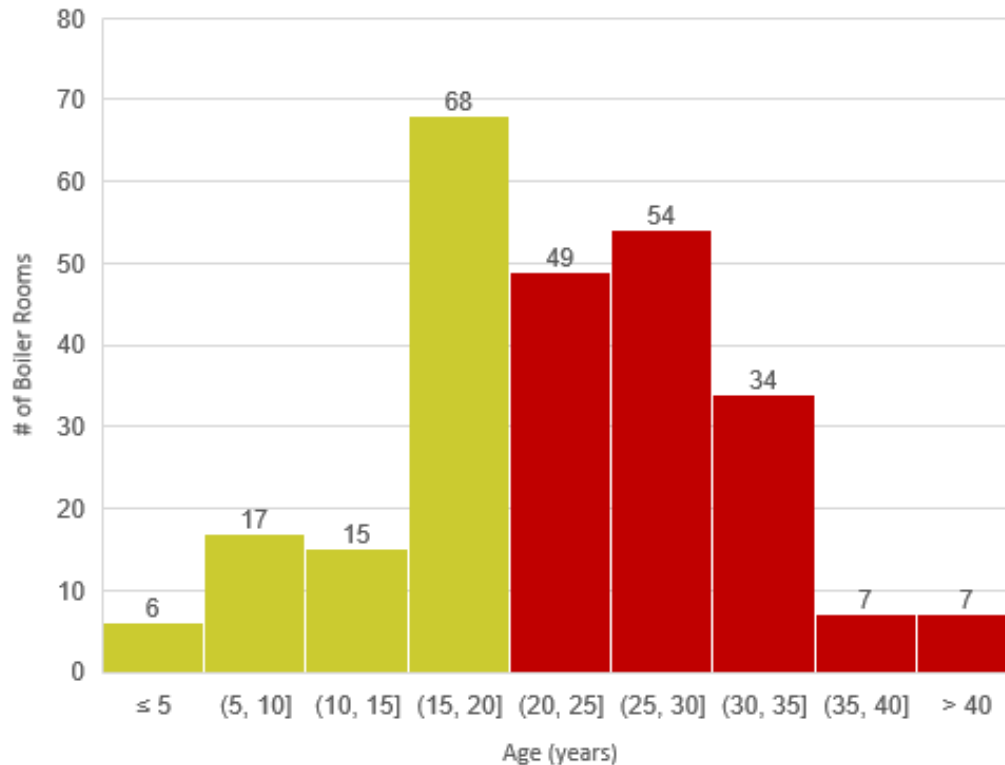
您知道嗎？將近500名NYCHA工作人員在供暖季節前後致力於維護和維修供暖設備的工作。

供暖管理服務部概況 – 我們的責任

- HMSD的求助熱線每週7天, 每天24小時開通—跟蹤, 監管, 和呈報所有“暖氣中斷”和”熱水中斷“的服務中斷情況
- 進行年度定期維護和運營投資工作針對HMSD部門管理的所有供暖設備
- 確定, 跟蹤並處理所有違規和缺失問題由第三方機構檢查發現的供暖設備問題
- 管理30多個與供暖工作相關的承包商合同合同價值約9.28千萬美元

供暖管理服務部概況 - 暖管理服務

NYCHA Developments* by Average Boiler Age



許多NYCHA的供暖設備(例如，鍋爐，溫度控制設備)已經或即將過期。

我們的陳舊的鍋爐機房也依賴與住宅樓同樣老化的蒸氣配送管道。

供暖季節 - 10月1日至5月31日

During heating season, NYC building owners must maintain:

68°F

DAY

6:00AM-
10:00PM

indoor temp when it's
below 55°F outside.



62°F

NIGHT

10:00PM-
6:00AM

indoor temp regardless
of the temp outside.



居民溝通 服務中斷情況監控系統

HEAT/HOT WATER/WATER (10)

ELEVATOR (27)

ELECTRIC (5)

GAS (64)

HISTORY

GLOSSARY





Current NYCHA Heat & Hot Water Service Interruptions as of October 20, 2020 at 12:29 PM.

Total	Service Interruptions	Developments	Buildings	Units	Residents
Planned	6	5	15	1,031	2,304
Unplanned	4	4	4	319	544

CURRENT (10)


RESTORED WITHIN LAST 24 HOURS (7)

UPCOMING PLANNED OUTAGES (42)

Address	Interruption	Planned	Report Date	End Date	Impact						
COOPER PARK - Entire Development 275 JACKSON STREET BROOKLYN, NY 11211	 Hot Water	 Planned	10/20/2020 9:00 AM	Vendor Working	<table><tr><th>Buildings</th><th>Units</th><th>Residents</th></tr><tr><td>11</td><td>700</td><td>1,560</td></tr></table>	Buildings	Units	Residents	11	700	1,560
Buildings	Units	Residents									
11	700	1,560									
PELHAM PARKWAY Sectional	 Hot Water	 Planned	10/20/2020 8:00 AM	Vendor Working							
Building 12 2354 PAULDING AVENUE BRONX,NY 10469					<table><tr><th>Buildings</th><th>Units</th><th>Residents</th></tr><tr><td>1</td><td>48</td><td>72</td></tr></table>	Buildings	Units	Residents	1	48	72
Buildings	Units	Residents									
1	48	72									
Building 14 2324 PAULDING AVENUE BRONX,NY 10469					<table><tr><th>Buildings</th><th>Units</th><th>Residents</th></tr><tr><td>1</td><td>48</td><td>74</td></tr></table>	Buildings	Units	Residents	1	48	74
Buildings	Units	Residents									
1	48	74									

服務中斷情況監控網站: on.nyc.gov/outages

居民溝通 獨立行動計劃



Heating Action Plan – Individual Action Plan Independence Houses

(Managed by Taylor Street-Wythe Avenue)

Brooklyn

DEVELOPMENT INFO	
# of Buildings	6
# of Apartments	744
Total Population	1,174
% of Population Over 62	22%
Self Identified Mobility Impaired Population	126

CAPITAL INVESTMENTS	
<ul style="list-style-type: none"> Underground Steam and Condensate Return Lines (Complete) Replacement of Underground Hydronic Water System Line (Complete) 	

OPERATIONS INVESTMENTS	
• None	

OUTAGES	
2017/2018 Heating Outages	36
2017/2018 Average Restoration Time (Hours)	18.9
2018/2019 Heating Outages	30
2018/2019 Average Restoration Time (Hours)	9.03

HEATING STAFF BREAKDOWN	
Cluster	BK 4
Management	Heating administrator Cluster Superintendent Cluster Assistant Superintendent
Frontline Personnel	HPT (5am-1pm) HPT (8am-4:30pm) HPT (2pm-10pm)
HPT= Heating Plant Technician	

ASSET SUMMARY	
Plant Configuration	Firm Gas
# of Boilers	3
Distribution System	Hydronic

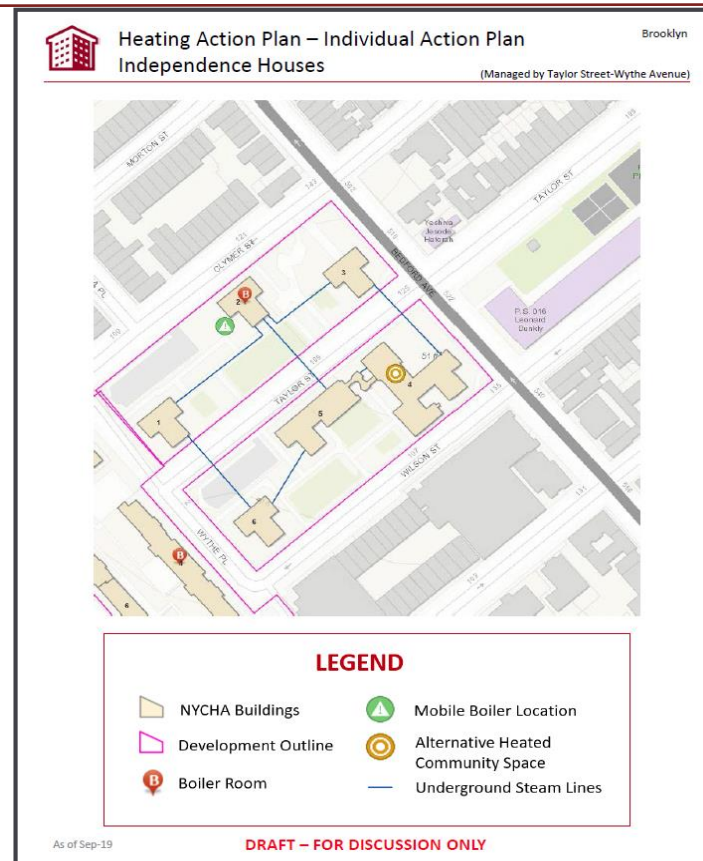
ASSET CONDITION	
Boiler Age	19
Boiler PNA Condition Rating	4

MAJOR CHALLENGES	
Independence Houses has a hydronic system in which maintaining the temperatures have been historically difficult. Additionally, this development is susceptible to flooding.	

POTENTIAL ALTERNATIVE HEATED COMMUNITY SPACES	
On-site	
El Puente De Williamsburg, 114 Taylor Street	
Millennium Development, 114 Taylor Street	
Off-site	

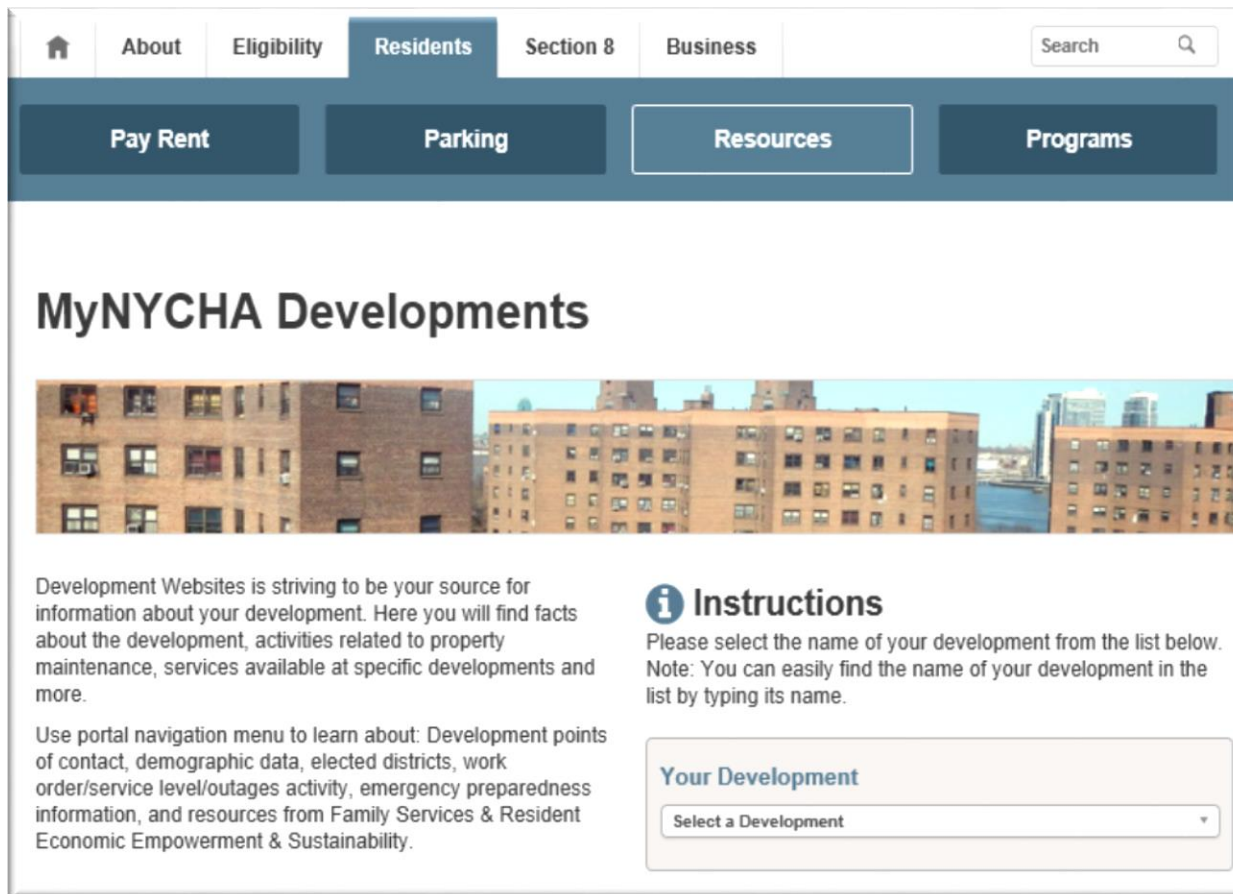
The Office of Emergency Management (OEM) and the Emergency Services Department (ESD) coordinate with the MTA to provide warming buses and transportation to the warming centers.

As of Sep-19 **DRAFT – FOR DISCUSSION ONLY**



NYCHA為每個住宅區制定獨立行動計劃: 每個住宅區的居住人口數量, 困難, 職員分配規劃, 以及 NYCHA 投資此住宅區的供暖系統的方案 的截圖

居民溝通 獨立行動計劃



The screenshot shows the MyNYCHA website with the 'Residents' tab selected. The main heading is 'MyNYCHA Developments'. Below the heading is a banner image of a brick apartment building. The page is divided into two columns. The left column contains a paragraph about the Development Websites and a list of topics to learn about. The right column contains an 'Instructions' section with a dropdown menu labeled 'Your Development'.

Development Websites is striving to be your source for information about your development. Here you will find facts about the development, activities related to property maintenance, services available at specific developments and more.

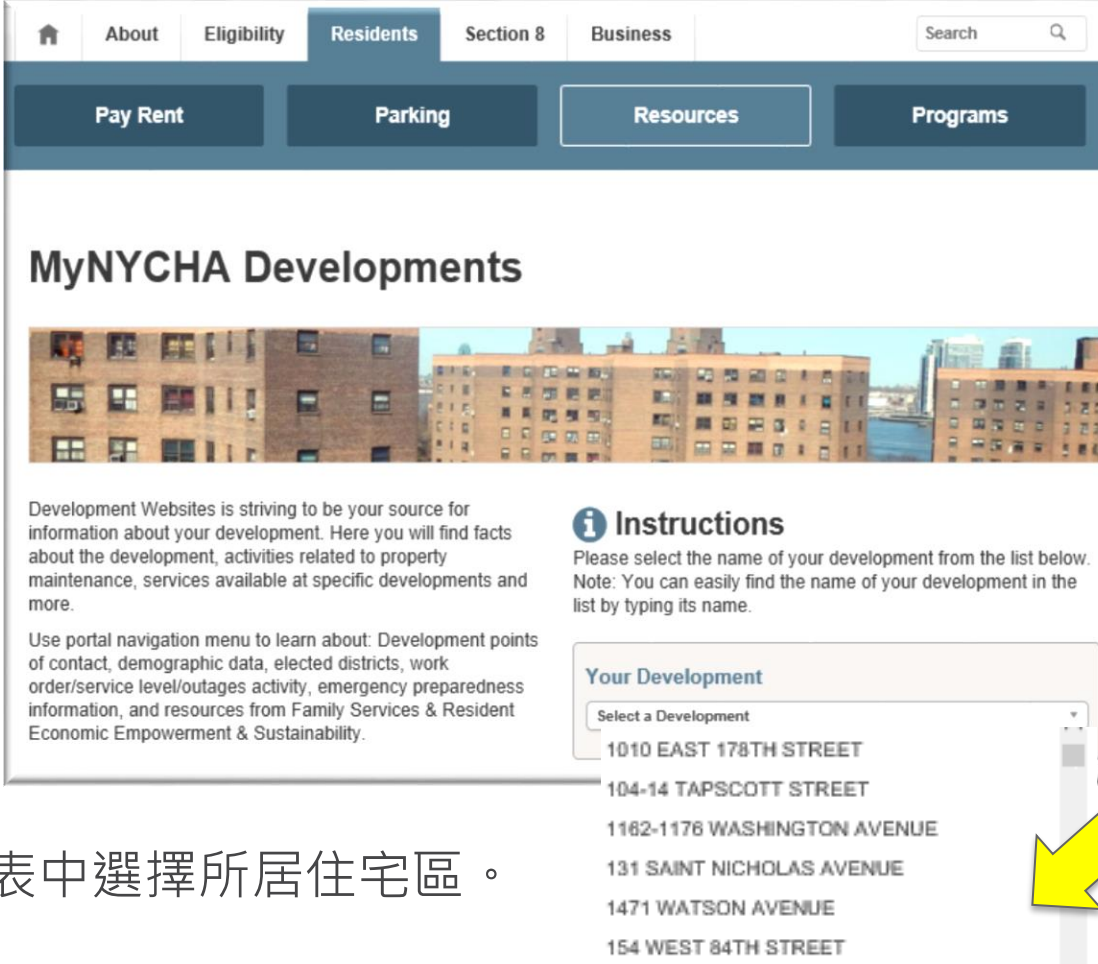
Use portal navigation menu to learn about: Development points of contact, demographic data, elected districts, work order/service level/outages activity, emergency preparedness information, and resources from Family Services & Resident Economic Empowerment & Sustainability.

i Instructions
Please select the name of your development from the list below.
Note: You can easily find the name of your development in the list by typing its name.

Your Development
Select a Development ▼

若要查看住宅區獨立行動計劃，請瀏覽網站：my.nycha.info/DevPortal/

居民溝通 獨立行動計劃



The screenshot shows the MyNYCHA Residents portal. The top navigation bar includes links for Home, About, Eligibility, Residents (selected), Section 8, and Business. Below this is a secondary navigation bar with Pay Rent, Parking, Resources (highlighted), and Programs. The main content area is titled "MyNYCHA Developments" and features a banner image of a brick building. To the left of the banner, there is a paragraph explaining the portal's purpose and a list of topics covered in the portal navigation menu. To the right, under the "Instructions" section, there is a note about selecting a development from a list. Below the instructions, a dropdown menu titled "Your Development" is shown, with the text "Select a Development" and a list of six addresses. A large yellow arrow points to the dropdown menu.

Development Websites is striving to be your source for information about your development. Here you will find facts about the development, activities related to property maintenance, services available at specific developments and more.

Use portal navigation menu to learn about: Development points of contact, demographic data, elected districts, work order/service level/outages activity, emergency preparedness information, and resources from Family Services & Resident Economic Empowerment & Sustainability.

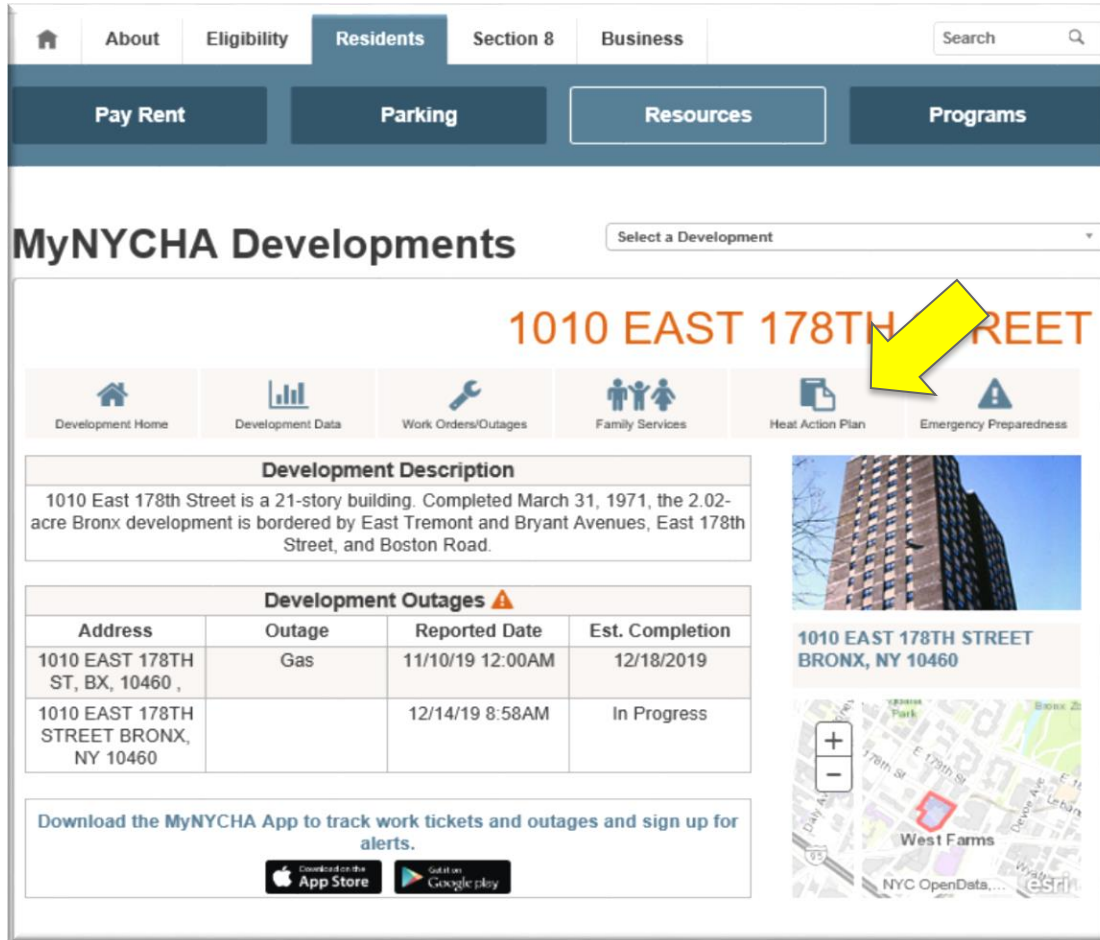
i Instructions
Please select the name of your development from the list below.
Note: You can easily find the name of your development in the list by typing its name.

Your Development
Select a Development

- 1010 EAST 178TH STREET
- 104-14 TAPSCOTT STREET
- 1162-1176 WASHINGTON AVENUE
- 131 SAINT NICHOLAS AVENUE
- 1471 WATSON AVENUE
- 154 WEST 84TH STREET

從下拉列表中選擇所居住宅區。

居民溝通 獨立行動計劃



The screenshot shows the MyNYCHA website interface. The top navigation bar includes links for Home, About, Eligibility, Residents, Section 8, and Business. Below this is a secondary bar with Pay Rent, Parking, Resources, and Programs. The main content area is titled 'MyNYCHA Developments' and features a dropdown menu to 'Select a Development'. The selected development is '1010 EAST 178TH STREET'. Below the title is a row of icons for Development Home, Development Data, Work Orders/Outages, Family Services, Heat Action Plan, and Emergency Preparedness. A yellow arrow points to the 'Heat Action Plan' icon. The 'Development Description' section states: '1010 East 178th Street is a 21-story building. Completed March 31, 1971, the 2.02-acre Bronx development is bordered by East Tremont and Bryant Avenues, East 178th Street, and Boston Road.' Below this is a table titled 'Development Outages' with columns for Address, Outage, Reported Date, and Est. Completion.

Address	Outage	Reported Date	Est. Completion
1010 EAST 178TH ST, BX, 10460 ,	Gas	11/10/19 12:00AM	12/18/2019
1010 EAST 178TH STREET BRONX, NY 10460		12/14/19 8:58AM	In Progress

Below the table is a link to 'Download the MyNYCHA App to track work tickets and outages and sign up for alerts.' with buttons for the App Store and Google Play. To the right of the text is a photo of the building and a map showing its location in West Farms, Bronx.

打開的住宅樓頁面後，
點擊“Heat Action
Plan”(獨立行動計劃)
鍵。

居民溝通

如何保持聯繫

我們想聽取您的寶貴意見！如果您的住房單位的暖氣和熱水服務出現問題，請通過下列方法通知我們：



致電客戶服務中心 (CCC), 電話:**718-707-7771**



使用 **MyNYCHA** 應用程式提出維修請求



上網報修, 網址:**nyc.gov/mynycha**

居民溝通 如何保持聯繫

通過我們的社交媒體平台獲取NYCHA 最新消息:



www.facebook.com/NYCHA

www.instagram.com/nychagram



www.twitter.com/NYCHA



www.youtube.com/c/nycha

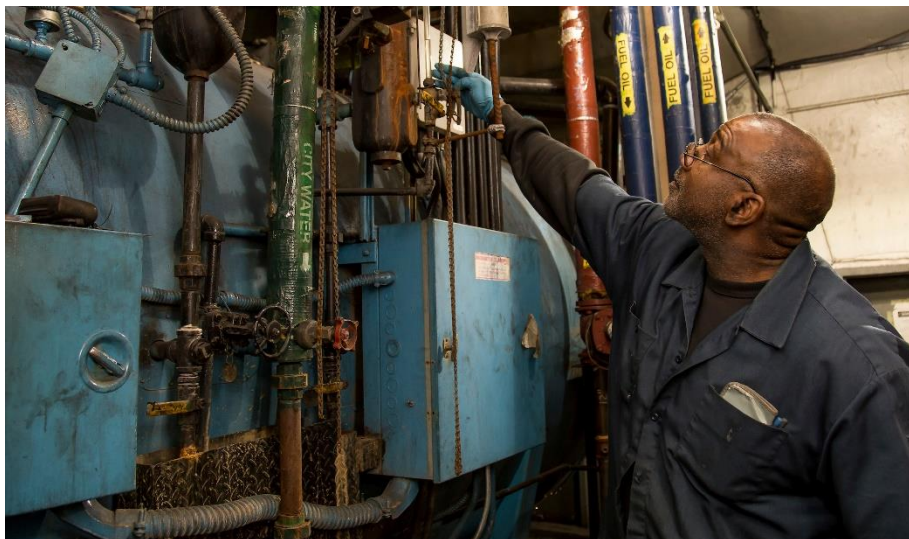


www.linkedin.com/company/new-york-city-housing-authority

年度維護工作

供暖設備年度定期檢修工作

我們通過清潔，潤滑，調整，維修和更換磨損的部件來恢復和維護設備的運行可靠性。



您知道嗎？ HMSD 職員定期維護
1,425個鍋爐，1,775個暖氣配送系統，
和1,727個熱水供應系統。



年度維護工作

供暖設備年度定期檢修工作

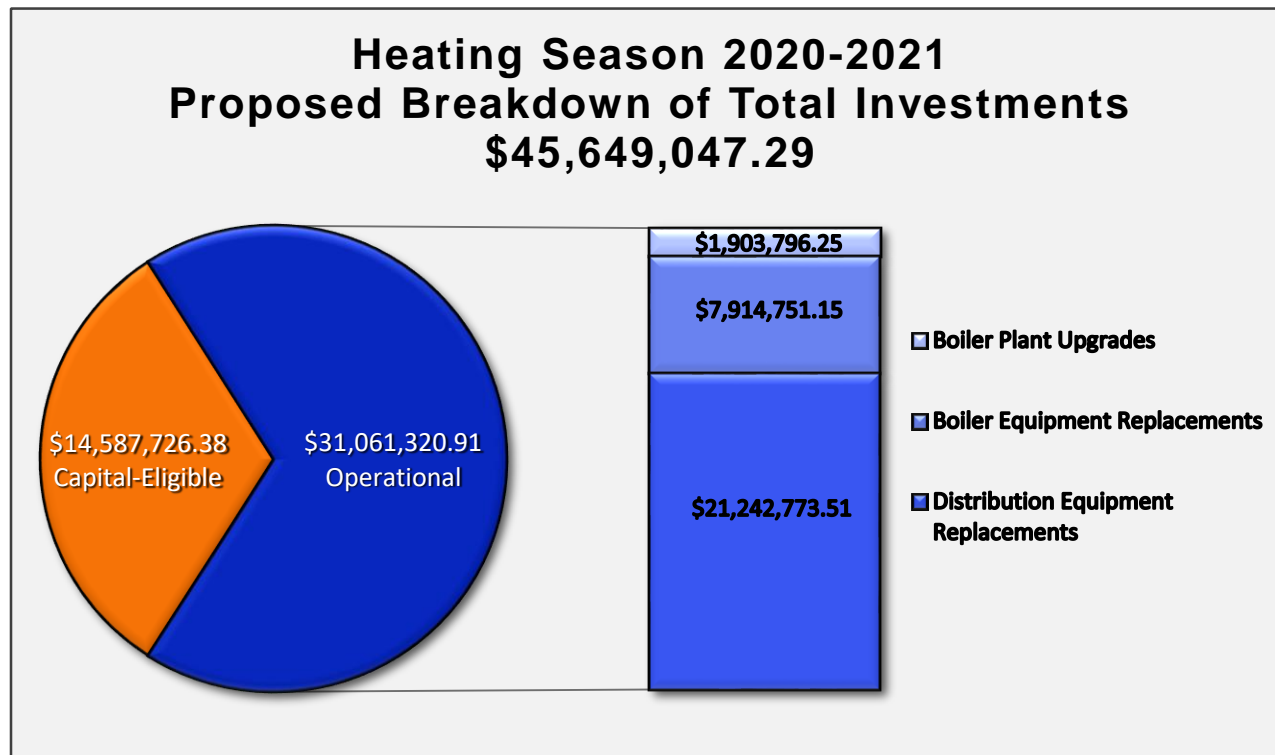


我們對下列設備進行年度定期檢修工作:

- 鍋爐
- 熱水加熱器
- 真空油箱

年度維護工作 運營投資

HMSD 和基建工程科將於2020-2021年間 投資4.5千萬美元更新供暖和熱水 設備，以及其它相關的供暖系統所需配件。.



年度維護工作 營運投資

HMSD 職員正更換重要的供暖配件，例如真空油箱，供水泵，氣體增壓泵和區間閥門。

真空油箱



供水泵



氣體增壓泵



區間閥門



樓宇管理系統

住房單位溫度感應器

NYCHA 正安排進行66個住宅區的部份住宅樓的室內感溫裝置的安裝工程，許多感溫裝置將於2020-2021供暖季節投入使用。

○



室內感溫裝置圖片

此裝置將持續監控住宅區內示範住房單位的室內溫度並通過將信號傳送至鍋爐機房，相應調整住宅樓的暖氣輸送。

住宅樓管理系統

住房單位室內溫度感應裝置




居民和市民可登陸房屋局網站(現正處於製作階段)關於室內溫度感應裝置讀數的說明查看溫度感應裝置的讀數的詳情：

on.nyc.gov/indoortemp

 Daytime (6:00am to 10:00pm) Temperature Reading Below 68F When Outside is Below 55F

 Nighttime (10:00pm to 6:00am) Temperature Below 62F

[+ Show All](#)

CASTLE HILL				
Building	Total Apartments	Online Sensors	Temperature Exceptions	
080.02	138	136	6	+ Show
080.03	141	139	26	+ Show
080.11	135	11	2	+ Show
080.12	137	35	13	+ Show
080.01	131	131	12	+ Show
080.04	143	143	6	+ Show
080.05	43	43	1	+ Show
080.09	17	17	3	- Hide
TEMPERATURE EXCEPTIONS				
Time of Reading		Apartment Temperature	Average Building Temperature	Actual Outdoor Temperature
	11/13/2019 12:14 PM	67.0	75.2	29.7
	11/13/2019 12:24 PM	60.0	75.2	29.7
	11/13/2019 01:36 PM	65.0	75.2	29.7

Thank You

謝謝！